

EDITED TASK LISTING

CLASS: SYSTEMS SOFTWARE SPECIALIST II (TECHNICAL)

NOTE: Each position within this classification may perform some or all of these tasks.

1.	Consult with the application developers to define the required systems specifications using business/user requirements, knowledge of systems software, databases, security, and/or networks, at the direction of Data Processing Manager III/supervisor.
2.	Make recommendations to teammates, supervisors, managers, and users on hardware/software systems (e.g., new releases, new features, new products, problem resolution, patches/fixes, etc.) to suggest alternatives to satisfy the business requirements using technical knowledge, documentation, and communication skills, at the direction of supervisor, manager, or project manager.
3.	Install hardware/software systems (e.g., new releases, new features, new products, patches/fixes, etc.) to provide increased capability and meet department's requirements, using vendor-supplied tools, documentation, technical knowledge, etc. at the direction of the supervisor, manager, or project manager.
4.	Test newly installed hardware/software systems (e.g., new releases, new features, new products, patches/fixes, etc.) to ensure that they function correctly and meet department's business requirements, using test scenarios and test plans, vendor supplied tools, documentation, technical knowledge, etc. at the direction of supervisor, manager, or project manager.
5.	Evaluate new products to determine if they will support and enhance CDC's automated business functions and ensure they meet business requirements, using technical knowledge, vendor documentation, product sample or trial, vendor presentations, etc. at the direction of supervisor, manager, user, or project manager.
6.	Mentor new staff in the unit in the use of software products, tools, and procedures to ensure that they understand the departmental standards using classroom and one on one instruction, vendor supplied materials, DOM, and documentation, at the direction of supervisor or manager.
7.	Report the status of systems projects, weekly maintenance efforts, change control items, or problem resolutions to supervisors and users to ensure that they are informed using status reports, problem management software, change management documents, time management systems, and technical knowledge, at the direction of supervisor, manager, or project manager.
8.	Advise teammates, supervisors, managers, and users on hardware/software systems (e.g., new releases, new features, new products, existing problems, etc.) to inform them about the impact of these systems on their applications/projects using technical knowledge, documentation, communication skills, at the direction of supervisor, manager, or project manager.
9.	Consult with people in outside agencies and in the organization to inform them of services provided by systems software teams, answer questions/inquiries about connectivity with California Department of Corrections (CDC) systems, facilitate data exchange, etc. using technical knowledge, business requirements, documentation, communication skills, at the direction of supervisor, manager, or project manager.
10.	Create project plans to produce schedules that will meet the department's requirements, using automated project management tools, vendor requirements, history of similar projects, technical knowledge, documentation, etc. based on departmental requirements.

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11.	Design databases for the business unit to support the business functions (e.g., providing automated resources and tools to increase units' efficiency) using business requirements, system requirements, system specifications, at the direction of supervisor, manager, or project manager.
12.	Control user access to systems (e.g., network, systems, or database) in order to maintain system security using DOM, tools supplied by the vendor, SAM, user requirements, Information Security Officer, etc. at the direction of supervisor, state requirements, and CDC policy.
13.	Monitor user access to systems (e.g., network, systems, or database) in order to maintain system security using DOM, tools supplied by the vendor, SAM, user requirements, Information Security Officer, etc. at the direction of supervisor, state requirements, and CDC policy.
14.	Implement new database structures and database structural changes for the business unit to support the business functions (e.g., providing automated resources and tools to increase the units' efficiency) using business requirements, system requirements, system specifications, at the direction of supervisor, manager, or project manager.
15.	Test new database structures and database structural changes for the business unit to ensure that it works using business requirements, system requirements, system specifications, at the direction of supervisor, manager, or project manager.
16.	Perform backup and recovery tasks to ensure system security, disaster recovery, and operation recovery, using technical knowledge, documentation, tools supplied by the vendor, etc. as dictated by SAM, DOM, ISO, and the user and at the direction of the supervisor, manager, and/or manager.
17.	Participate in disaster recovery and operational recovery planning in order to ensure systems' security using technical knowledge and business resumption, documentation, tools supplied by the vendor, etc. as dictated by SAM, DOM, ISO, and the user and at the direction of the supervisor, manager, and/or manager.
18.	Monitor systems utilization to determine capacity needs and develop plans to meet future needs, using business requirements, technical knowledge, documentation, tools supplied by the vendor, trend analysis, history of similar projects, sound, accurate, and informative statistical and other reports, etc., at the direction of the supervisor, manager, and/or manager.
19.	Analyze impact of increased system utilization on system performance to ensure that it can continue to operate according to business requirements, using business requirements, vendor supplied tools, technical knowledge, documentation, etc. at the direction of the supervisor, manager, user, and/or manager.
20.	Generate reports on system utilization to inform the business units of impending capacity issues due to growth and utilization of the system and support their long term planning regarding capacity needs, using technical knowledge, documentation, tools supplied by the vendor, history of similar projects. etc., at the direction of the supervisor, manager, and/or manager.

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21.	Create procedures (e.g., installation, backup and recovery, operation, etc.) to ensure that departmental technical staff follow a consistent process based on vendor documentation, application requirements, and departmental standards, using technical knowledge, vendor documentation, application requirements, and departmental standards, at the direction of the supervisor, manager, and/or project manager.
22.	Liaison with vendors to report, troubleshoot, and resolve software problems using technical knowledge, communication skills, maintenance contracts, and vendor supplied problem management systems, etc. at the direction of the supervisor, vendor, manager, project manager, and/or manager.
23.	Critique application system designs to determine the best operating process and make recommendations regarding technical and operational feasibility of applications under consideration using technical knowledge, business requirements, application design documents, transaction information, number of users, etc., at the direction of the project manager, manager, supervisor, or manager.
24.	Maintain configuration of hardware, software, and documentation to track changes and assist with disaster recovery and operational recovery, using technical knowledge, utilities, vendor supplied baseline information, change management process, SAM requirements, etc. at the direction of the project manager, manager, supervisor, or manager.
25.	Track changes to systems hardware and software to maintain current configuration documentation using technical knowledge, utilities, vendor supplied baseline information, change management process, SAM requirements, etc. at the direction of the project manager, manager, supervisor, or manager.
26.	Write technical operations run documentation to meet operational requirements, business requirements (e.g., disaster recovery and operational recovery requirements) and ensure consistency using business requirements, technical knowledge, vendor documentation, communication skills, etc. at the direction of the project manager, manager, supervisor, or manager.
27.	Review control agency documents, budget change proposals, security plans, feasibility study report, and disaster recovery plans, to ensure their accuracy and feasibility, and determine their impact using their technical knowledge, documents (e.g., control agency documents, budget change proposals, security plans, feasibility study report, disaster recovery plans, etc.), and communication skills, at the direction of the project manager, manager, supervisor, or manager.
28.	Assign work to staff members in order to balance the workload and effectively match employees' skills to their assignments using knowledge of the employees' skill sets, knowledge of the tasks to be performed, and knowledge of the total workload, at the direction of the manager and upon receiving a project.
29.	Train staff and users on changes to existing programs and new programs to properly use the software tools and understand the impact of changes to their computer environment using vendor documentation, technical knowledge, communication skills, as needed.

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30.	Review the work of subordinate teammates to ensure accuracy and the quality of the work using technical knowledge, vendor documentation, knowledge of employees' skills, and communication skills, as needed.
31.	Meet with project leaders on matters relating workload schedules, priorities, and resource requirements in order to meet project schedules and requirements, using knowledge of the project plan and schedule, technical knowledge, and communication skills, at intervals determined by the project lifecycle.
32.	Maintain command language programs to perform various required utility tasks in support of the system maintenance requirements using technical knowledge, system requirements, vendor documentation, etc. as needed.
33.	Create command language programs to ensure that changes made to the system are reflected in the command language so that the system can continue to perform according to the initial requirements using technical knowledge, system requirements, vendor documentation, etc. as needed.
34.	Act as project manager to coordinate diverse job functions in order to deliver an integrated solution using project management skills, business requirements, communication skills, and personal knowledge, as assigned by the manager.
35.	Analyze work methods and procedures according to established technical, professional, and administrative standards to revise and update them using technical knowledge, documentation, business requirements, writing skills, communication skills, etc. as needed.
36.	Make formal presentations of solutions and goals to employees and management to define the strategic direction of the technology in alignment with the business strategy using technical knowledge, understanding of industry trends, business requirements, presentation skills, etc. as directed by the strategic planning office.